
From: Jake Leinenkugel (b)(6)@gmail.com>
To: (b)(6)@amazon.com>
Cc: (b)(6)
(b)(6)@tenthandblake.com>
Bcc:
Subject: [EXTERNAL] Re: Amazon Connection
Date: Sat Apr 08 2017 10:03:34 CDT
Attachments: image001.jpg
image002.jpg

(b)(6) Small world and looking forward to meeting you. Amazon has been terrific with assisting Veterans and I will connect you to proper folks within WH. Good friend (b)(6) is leading this work and the VA may also be interested in asking Amazon for ideas with VA apps and customer service. We are getting 3 top detailees from Apple in May. I will reach out to (b)(6) for connection. Also sending you my contact info.

V/R,

Jake Leinenkugel
Senior White House Advisor -VA
(b)(6) Office)

On Saturday, April 8, 2017, (b)(6)@amazon.com> wrote:

(b)(6)

Thanks for the intro and it was great to reconnect this week in DC. Appreciate your continued support of the veteran community.

Jake,

As noted below, Amazon has an idea about creating a "dash button" that may be able to help efforts focused on veteran (b)(6). I haven't been able to get a solid point of contact at the VA who might want to pursue this technology and was hoping you may be able to assist. In addition, last May (b)(6) came to the White House and made a pledge to hire 25,000 veterans over 5 years. The anniversary of that pledge is coming up and Amazon would be interested in sharing our progress to date with the white house (about a third of the way there already). Would love to find the white house point of contact for the Joining Forces Initiative portfolio and try to coordinate an event/announcement of some type. Thanks in advance, Semper Fi, (b)(6)

(b)(6)

Military Recruiting Center of Excellence | Worldwide Operations Talent Acquisition

Email: (b)(6)@amazon.com; Phone: (b)(6)

From: (b)(6) (b)(6) [mailto:(b)(6)]@-TenthAndBlake.com]
Sent: Thursday, April 06, 2017 8:13 AM
To: (b)(6)@gmail.com
Cc: (b)(6)@amazon.com>
Subject: Amazon Connection

Jake,

I ran into a Marine Corps acquaintance at last evening's Veterans Jobs Mission event. I met (b)(6) (b)(6) at LeJeune two years ago when I did a beer dinner for General (b)(6) (b)(6) wife is from Wisconsin and they visited the brewery later that year. (b)(6) is now out of the Corps and is heading up Military Talent Acquisition for Amazon. (b)(6) mentioned that they have a technology idea that could help prevent veteran (b)(6) and he is looking to pitch the idea to someone in the VA. Sounds like you might be able to point him in the right direction.

(b)(6)

Military Talent Acquisition

(b)(6)

(b)(6)@amazon.com

(b)(6)

(b)(6)

Jacob Leinenkugel Brewing Company

Office (b)(6)

Cell (b)(6)

Assistant (b)(6)

From: Blackburn, Scott R. </o=va/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=(b)(5), (b)(6)>
To: (b)(6) (b)(6) <(b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; Sullivan, Susan D. </o=va/ou=va martinsburg/cn=recipients/cn=(b)(5), (b)(6)>; Wright, Vivieca (Simpson) </o=va/ou=va martinsburg/cn=recipients/cn=(b)(5), (b)(6)>
Bcc:
Subject: RE: (b)(6) to speak to VA leaders?
Date: Wed Aug 09 2017 00:06:16 CDT
Attachments:

(b)(6) – thanks once again. We connected with Secretary Shulkin and he thinks (b)(6) would be a fantastic idea! Thank you so much. We are incredibly grateful.

I am cc'ing Susan Sullivan who is in charge of the agenda and will work with (b)(6) your team. We are very open to things like format (originally (b)(6) suggested a "fireside chat" format between the Secretary (b)(6) exact timing on the agenda, etc. Susan will work with you all to figure out those details.

Once again, we are incredibly grateful. In his speech to this audience in April (right after becoming Secretary) Secretary Shulkin read (b)(6) letter to shareholders and talked about Day 1 and Customer Obsession. This has really resonated with this audience; so it will be amazing for (b)(6) to be there to help nail home some of those points.

Scott

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Tuesday, August 08, 2017 10:23 AM
To: Blackburn, Scott R.; (b)(6) (b)(6) (b)(6) (b)(6) (b)(6) (b)(6)
Cc: (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] RE: (b)(6) to speak to VA leaders?

Great! We have (b)(6) calendar blocked and will be on standby pending further direction from Secretary Shulkin.

Regards,

(b)(6)

(b)(6)

(b)(6)

Amazon Web Services

(b)(6)@amazon.com

(b)(6)

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]

Sent: Tuesday, August 8, 2017 8:46 AM

To: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6)

(b)(6) (b)(6)@amazon.com>

Cc: (b)(6) (b)(6) (b)(5) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>

Subject: RE: (b)(6) to speak to VA leaders?

Thanks (b)(6) (b)(6) sounds fantastic. Let me circle back with the Secretary to get his reaction. We really appreciate you working this for us.

Scott

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]

Sent: Monday, August 07, 2017 9:51 PM

To: Blackburn, Scott R.; (b)(6) (b)(6) (b)(6) (b)(6)

Cc: (b)(6) (b)(6) (b)(6) (b)(6)

Subject: [EXTERNAL] RE: (b)(6) to speak to VA leaders?

Scott,

I wanted to follow-up and let you know we have a proposed speaker to take (b)(6) place on Sept 18th. Based on the 1-pager the VA put together on this, our policy team identified (b)(6) as our proposed speaker. (b)(6) is Amazon's Vice President for Global Customer Service which is at the heart of Amazon's customer-obsessed culture. I have also included (b)(6) (b)(6) from our Policy team who has been working this request behind the scenes. (b)(6) can assist in coordinating logistics, answer any questions you have or coordinate a call with (b)(6) beforehand. I also understand you will need to review this with Secretary Shulkin to determine if you want to move forward with this proposal. (b)(6) bio:

(b)(6) Amazon Vice President Global Customer Service

Amazon's central mission is to be Earth's Most Customer-centric Company, and as leader of the company's celebrated Customer Service team, (b)(6) has been at the heart of that mission for 20 years. As leader of the Global Customer Service team, (b)(6) leads customer service technology and operations for Amazon's global consumer and digital businesses, leading a team of 40,000 globally, including technology and operations, across more than 50 operations and software development sites in more than 15 countries. (b)(6) team supports Amazon's millions of retail customers globally, as well as product and technical support for Amazon's fast-growing array of digital products including Kindle, Echo, and Fire TV, and the groundbreaking Mayday support feature.

(b)(6) joined Amazon in 1997 as a temporary employee, and in the 20 years since, has worked in a number of global customer service leadership roles based in North America and Europe. From 2014-2016, (b)(6) also led AmazonFresh, the company's fast-growing grocery business. While leading Fresh, (b)(6) led the team's advancement into several new regions, international expansions, ongoing development of the Dash device, and several technology and product transformation programs. (b)(6) other roles have included operations and software development leadership roles, including the establishment and oversight of the company's fraud prevention and product development groups.

Regards,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)@amazon.com

(b)(6)

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]

Sent: Saturday, July 29, 2017 3:28 PM

To: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>

Cc: (b)(6) (b)(6) (b)(5), (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(5), (b)(6)@amazon.com>

Subject: RE: (b)(6) to speak to VA leaders?

(b)(6) – thanks for getting back to us. No problem at all. Let me check with the Secretary and see which direction he wants to go.

Scott

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Thursday, July 27, 2017 12:16 PM
To: Blackburn, Scott R.; (b)(6) (b)(6)
Cc: (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] RE: (b)(6) to speak to VA leaders?

Scott,

Unfortunately, I got confirmation that (b)(6) is completely booked in September. With that in mind would you be interested in filling that slot with someone else that could speak in (b)(6) place? Our liaison to (b)(6) and his leadership team is looking into alternatives for us. If you are interested, when would be your target date to get this speaker locked in? I would like to give my POC a deadline to get this done.

Thanks and sorry I could not bring better news,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)@amazon.com

(b)(6)

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]
Sent: Wednesday, July 26, 2017 7:30 AM
To: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Subject: RE: (b)(6) to speak to VA leaders?

Thanks!

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Wednesday, July 26, 2017 7:25 AM
To: Blackburn, Scott R.; (b)(6) (b)(6)
Cc: (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] RE: (b)(6) to speak to VA leaders?

Scott,

I am checking in with our team working this request for an update. More to follow later today.

Regards,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)@amazon.com

(b)(6)

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]
Sent: Tuesday, July 25, 2017 6:37 PM
To: (b)(6) (b)(6) (b)(6)@amazon.com>
Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6)
(b)(6)@amazon.com>
Subject: FW: (b)(6) to speak to VA leaders?

Hi (b)(6) I hope all is well! We miss you!

I am just checking in on this to see if there is any chance at all that (b)(6) can do a "fireside chat" with Secretary Shulkin either September 18 or 19th? It will be at the Hilton in McLean, VA. Audiece will be the top ~600 senior executives at VA.

Thanks so much!

Scott

From: Blackburn, Scott R.
Sent: Sunday, June 18, 2017 11:02 PM
To: (b)(6) (b)(6)
Cc: (b)(6) (b)(6)
Subject: (b)(6) to speak to VA leaders?

Hi (b)(6)

I hope you had a great weekend. Very exciting acquisition last week with Whole Foods!

As I mentioned previously, we will be bringing together our top ~500 leaders from across the country and we would LOVE LOVE LOVE to get (b)(6) to be our guest speaker. When we last got together, the Secretary used (b)(6) letter to shareholders to talk about the Day 1 customer obsessed culture that we need to have to succeed. Bringing (b)(6) in for the follow up session would be incredible.

Attached is a 2 pagers with more information. It would be either September 18 or 19 in Washington DC (exact location TBD). We would do the Fireside Chat format that you recommended. It would be (b)(6) and Secretary Shulkin up on stage.

Let me know if you think this will work!

I miss you! We will have to grab dinner sometime soon.

Scott

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Tuesday, May 23, 2017 10:02 PM
To: Blackburn, Scott R.
Cc: (b)(6) (b)(6)
Subject: [EXTERNAL] Re: Alexa & VA

Hi Scott,

I miss you guys as well. So glad Alexa worked out :-). Anything I can do for you guys I always will.

Scott I think that we can get (b)(6) to come and talk to the leaders.

Let's work on a write up to get to him on time, goals....

I would actually recommend us doing a fireside chat with him.

Thx,

Hugs

(b)(6)

(b)(6)

(b)(6)

(b)(6)

Amazon Web Services

(b)(6)@amazon.com

On May 23, 2017, at 6:39 PM, Blackburn, Scott R. <Scott.Blackburn@va.gov> wrote:

Hi (b)(6)

How are you? I miss you! I hope everything is going well. 2 things I want to share with you:

1) See thread below about the Amazon/Alexa-VA partnership we announced this week. This is awesome!!! Thank you so much for your help and your team's support on this. We are incredibly grateful.

2) Last month we gathered our top 400 leaders from the field together. In the Secretary's address to

leaders, he talked about (b)(6) letter to shareholders to include Amazon's customer obsession and Day 1 attitude. It landed amazingly well and really inspired our leadership. I am not sure if it is a possibility at all, but we are reconvening these leaders in August for our Annual Business Meeting. Do you think (b)(6) would be interested in joining as a guest speaker? It would be an incredible follow up to the Secretary's remarks to this group in April. If it is a possibility, I can get you more information (dates, etc...it will be located here in Washington).

Best,

Scott

From: (b)(6) (b)(6)
Sent: Tuesday, May 23, 2017 10:25 AM
To: (b)(6) (b)(6) Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.
Subject: RE: Alexa / Amazon

FYI, just closing the loop on this, but we announced a partnership with Amazon on this at Brain Trust last week. The idea came from our Assistive Technology Labs in the field – a VA employee reached out to me to see if we could work with Amazon on getting the units into the VA. I reached out to our contacts, and now we have an official partnership underway (short description here)

Scott, might be nice to close the loop with (b)(6) on this! We worked closely with her team at AWS to figure this out (particularly (b)(6) (b)(6)). We actually sent out a request for (b)(6) to join us last week and announce the partnership himself, but his team said he'd prefer to join for Brain Trust 2018 to talk about outcomes of the partnership :-)

Anyway, might be nice if you send something to (b)(6), maybe she drops a line to (b)(6) saying that it worked out as well! Let me know if you want me to draft something up for you to send !

Thanks,
(b)(6)

From: (b)(6) (b)(6)
Sent: Thursday, March 09, 2017 1:41 PM
To: (b)(6) (b)(6) Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.
Subject: RE: Alexa / Amazon

Awesome thanks!

Let us know how we can help from the Diffusion side!

From: (b)(6) (b)(6)
Sent: Thursday, March 09, 2017 12:52 PM
To: (b)(6) (b)(6) Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.
Subject: RE: Alexa / Amazon

Not sure if you got my email on this thread. Already have a project underway with Amazon on Alexa and echo, trying to tee up for a brain trust 2017 announcement.

Thanks!

(b)(6)

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6) (b)(6)
Sent: Thursday, March 09, 2017 12:48 PM Eastern Standard Time
To: Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.; (b)(6) (b)(6)
Subject: RE: Alexa / Amazon

This is fantastic,
Looks like a promising solution to help these vets
How do we get the collaboration started, (b)(6) and (b)(6)

-----Original Message-----

From: Blackburn, Scott R.
Sent: Thursday, March 09, 2017 11:37 AM Eastern Standard Time
To: Wright, Vivieca (Simpson); Alaigh, Poonam, M.D.; (b)(6) (b)(6) DJS; (b)(6) (b)(6)
(b)(6) (b)(6) Thomas, Rob C. II; Lee, Jennifer S. (VACO); (b)(6) (b)(6) Leinenkugel,
Jake; Davis, Lynda; Morton, Barbara C.; (b)(6) (b)(6) (b)(6) (b)(6) K.; (b)(6) (b)(6)
Bhatnagar, Saurabha; (b)(6) (b)(6) Evans, Neil C
Subject: Alexa / Amazon

(b)(6) (b)(6) from Amazon (former MyVA Advisory Committee member) shared this with me. It was an email sent to (b)(6) from one of their customers who is using Alexa for daily help with their disabilities. This is an idea very similar to what one first place at last year's BrainTrust hack-a-thon. (b)(6) says that if we can work together to use Alexa to help disabled Veterans, Amazon would love to do so.

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Thursday, March 09, 2017 11:30 AM
To: Blackburn, Scott R.
Subject: [EXTERNAL] Re: FYI:Alexa, tell (b)(6).....

From: (b)(6) (b)(6)
Sent: Wednesday, March 8, 2017 11:21 AM
To: (b)(5), (b)(6)
Subject: FW: Alexa, tell (b)(6).....

Dear (b)(6) I'm sure you get so many mails that there are plenty of sieves in place But I really hope someone passes this on to you. You, well actually Alexa but you can have the credit, have transformed my daughter's life, and I want to say "thank you".

I'm pretty ancient and try hard to embrace technology, usually because my kids buy me exciting kit. I have an Echo, I phone and Fire Though I probably use them to 20% of their capability!

Our daughter, (b)(6) has a condition that I can spell but doesn't help explain her problems. Her muscles stopped growing during pregnancy and for 32 years (b)(6) has had almost no use of her limbs. The reality is that unless we, that in fairness means my wife, got her out of bed she wouldn't ever get up. Despite this, and her need for help with all personal care (b)(6) got better grades at school than her brother and sister has a fine Business degree. She 'settles' for less than she might have because life can be just too damn difficult. She works for IKEA who are a really accommodating and positive company, but whilst we all know she could travel the world with them and rise through the business, she 'settles' for what she has. Much of (b)(6) pleasure comes from her nieces and now a recent nephew, and trips to Florida are her great delight so she can watch them..... though even Disney doesn't manage to get her on all the rides!

Still, I digress, I bought (b)(6) Alexa for Christmas, and a smart plug, and today we added to her fun by letting Alexa turn on her electric blanket (this IS Scotland okay) and she now has lights, fan and blankets all voice activated. These may be novel to some, toys to others but I felt I needed to try to express how much this means to her, so to offer a massive thank you to you and the Team behind such developments. You may be driven by all sorts of business pressures but please recognise that there are other benefits in making lives better.

I have no idea what comes next, and how in other ways she will be helped by your ideas – and that's a frustration for me. There will come a time soon when we can't help, or not be here to help, and the prospect of (b)(6) being helped by a community that has really not helped to date is distressing but inevitable. I feel more positive that at the fringes of her life new developments from yourselves may make her dependence more manageable. And for that alone "thank you".

My greatest fear is that developments that may help (b)(6) remain unknown to me and I'm not sure how

to make sure I keep up – that's a problem for me I guess.

Okay, I'll let you get back to work, but be assured, if you find yourself near Edinburgh at any time I would be pleased to shake your hand.

Best Regards,

(b)(6)

(b)(6)

Roslin Consulting

Ravensraig, Seafield Moor Road, Roslin, Midlothian, EH25 9RD

Phone: (b)(6) Mob: (b)(6)

(b)(6)@stuartbeattie.co.uk www

(b)(6)

(b)(6)

(b)(6)

Amazon Web Services

(b)(6)@amazon.com

From: Blackburn, Scott R. </o=va/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=(b)(5), (b)(6)>
To: (b)(6) (b)(6) <(b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Bcc:
Subject: RE: (b)(6) to speak to VA leaders?
Date: Tue Aug 08 2017 08:46:26 CDT
Attachments:

Thanks (b)(6) (b)(6) sounds fantastic. Let me circle back with the Secretary to get his reaction. We really appreciate you working this for us.

Scott

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Monday, August 07, 2017 9:51 PM
To: Blackburn, Scott R.; (b)(6) (b)(6) (b)(6) (b)(6)
Cc: (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] RE: (b)(6) to speak to VA leaders?

Scott,

I wanted to follow-up and let you know we have a proposed speaker to take (b)(6) place on Sept 18th. Based on the 1-pager the VA put together on this, our policy team identified (b)(6) as our proposed speaker. (b)(6) is Amazon's (b)(6) for Global Customer Service which is at the heart of Amazon's customer-obsessed culture. I have also included (b)(6) (b)(6) from our Policy team who has been working this request behind the scenes. (b)(6) can assist in coordinating logistics, answer any questions you have or coordinate a call with (b)(6) beforehand. I also understand you will need to review this with Secretary Shulkin to determine if you want to move forward with this proposal. Tom's bio:

(b)(6) Global Customer Service

Amazon's central mission is to be Earth's Most Customer-centric Company, and as leader of the company's celebrated Customer Service team, (b)(6) has been at the heart of that mission for 20 years. As leader of the Global Customer Service team, (b)(6) leads customer service technology and operations for Amazon's global consumer and digital businesses, leading a team of 40,000 globally,

including technology and operations, across more than 50 operations and software development sites in more than 15 countries. (b)(6) team supports Amazon's millions of retail customers globally, as well as product and technical support for Amazon's fast-growing array of digital products including Kindle, Echo, and Fire TV, and the groundbreaking Mayday support feature.

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Regards,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)

(b)(6)

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]

Sent: Saturday, July 29, 2017 3:28 PM

To: (b)(6) (b)(6) (b)(6) @amazon.com>; (b)(6) (b)(6) (b)(6) @amazon.com>

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Thanks and sorry I could not bring better news,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)

(b)(6)

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To: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Subject: RE: (b)(6) to speak to VA leaders?

Thanks!

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Sent: Wednesday, July 26, 2017 7:25 AM
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Cc: (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] RE: (b)(6) to speak to VA leaders?

Scott,

I am checking in with our team working this request for an update. More to follow later today.

Regards,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)

(b)(6)

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]

Sent: Tuesday, July 25, 2017 6:37 PM

To: (b)(6) (b)(6) (b)(6)@amazon.com>

Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6)

(b)(6)@amazon.com>

Subject: FW: (b)(6) to speak to VA leaders?

Hi (b)(6) I hope all is well! We miss you!

I am just checking in on this to see if there is any chance at all that (b)(6) can do a "fireside chat" with Secretary Shulkin either September 18 or 19th? It will be at the Hilton in McLean, VA. Audiece will be the top ~600 senior executives at VA.

Thanks so much!

Scott

From: Blackburn, Scott R.

Sent: Sunday, June 18, 2017 11:02 PM

To: (b)(6) (b)(6)
Cc: (b)(6) (b)(6)
Subject: (b)(6) to speak to VA leaders?

Hi (b)(6)

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Thx,

Hugs

(b)(6)

(b)(6) (b)(6)

(b)(6) Worldwide Public Sector

Amazon Web Services

(b)(6)@amazon.com

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(b)(6)

Sent with Good (www.good.com)

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Jake; Davis, Lynda; Morton, Barbara C.; (b)(6) (b)(6) (b)(6) (b)(6) K.; (b)(6) (b)(6)
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Roslin Consulting

Ravensraig, Seafield Moor Road, Roslin, Midlothian, EH25 9RD

Phone (b)(6) Mob (b)(6)

(b)(6)@stuartbeattie.co.uk www

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Bcc:
Subject: FW: (b)(6) (b)(6) to speak to VA leaders?
Date: Fri Jun 23 2017 10:45:26 CDT
Attachments: (b)(6) 1-pager #2.docx

(b)(6) / (b)(6) / (b)(6) – great meeting you earlier this week. One of the things I mentioned was I'm working with (b)(6) to try to get (b)(6) (b)(6) to our September leaders meeting. See thread below and attachment. Any help or push would be hugely appreciated!

-Scott

Scott Blackburn

Interim Deputy Secretary of Veterans Affairs

From: Blackburn, Scott R.
Sent: Sunday, June 18, 2017 11:02 PM
To: (b)(6) (b)(6)
Cc: (b)(6) (b)(6)
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/cn=recipients/cn=(b)(5), (b)(6)>
Filename: (b)(6) 1-pager #2.docx
Last Modified: Fri Jun 23 09:45:26 CDT 2017



**U.S. Department of Veterans Affairs
Office of the Assistant Secretary for Human Resources and Administration**

Contact: (b)(6) or (b)(6)@va.gov

Coordination for: Mr. (b)(6) Amazon.com, Inc.

Event: Department of Veteran's Affairs Annual Senior Executive meeting

Scheduled: September 18, 2017

Location: Washington, DC, site TBD

Event Contact(s): Ms Tia N. Butler, 202-461-7520 or tia.n.butler@va.gov and (b)(6) or (b)(6)@va.gov

1. **Objectives for the overarching event:** The conference is a two day event designed to:
 - a. Focus VA leaders on big, bold thinking to meet Veteran needs through a competitive mindset
 - b. Assess progress of VA initiatives across the 5 priorities
 - c. Update/establish VA priorities going forward into FY 19
2. **Audience's primary objectives in attending the overarching event:** The event is an annual mandatory conference attended by all VA executive leaders. The purpose is to review and assess the accomplishments of the previous year against the agency's priorities, identify what remains to be accomplished and set the priorities for the future. The conference also provides opportunities through breakout sessions to improve leadership skills
3. **Audience's primary objectives in hearing Mr. (b)(6)** Learn from a premier leader in the private sector about how a large complex organization can retain or improve its competitive edge and avoid decline and irrelevance.
4. **Recommendations for how Mr. (b)(6) can best meet your objectives and to which your audience will be most responsive:** Mr. (b)(6) leadership and business philosophy that guides Amazon is especially relevant to the VA's overarching focus on regaining Veterans' trust and increasing VA competitiveness through Modernization.
5. **Key points Mr. (b)(6) should make (with background / logic):** As the Secretary has indicated repeatedly, most recently during his State of the VA address, the VA must be competitive to improve its services to veterans. To be the service of choice of Veterans, the VA must operate similar to the private sector. Incrementalism is not the answer to needed improvements the VA and Veterans need. This requires bold, game changing and agile decision making. Specifically, the key points Mr. (b)(6) can make include:
 - a. How you establish a customer obsessed culture at every level of the organization
 - b. How to refocus the VA on desired outcomes for Veterans and avoid measuring progress through managing organizational processes.
 - c. How to identify and embrace trends in VA lines of business to improve VA competitiveness in order to better serve veterans
 - d. How to accelerate high impact decision making by leaders that leads to increased competitiveness and better service to Veterans
6. **Attendees**
 - a. **Estimated total number:** 550+
 - b. **Audience demographics:** The Veteran's Administration's Senior Leadership (Secretary, Deputy Secretary, Chief of Staff, Undersecretaries, and Assistant Secretaries) and approximately 95% (550+) of VA's senior executives. Veterans Health Administration-45%, Veterans Benefits Administration-11%, National Cemetery Administration-11%, VA Central Office-40.
 - c. **Invited VIP attendees (Members of Congress, Medal of Honor Recipients, presidents and CEOs, General officers—active or retired—foreign dignitaries, other special guests) by name and title:** TBD
7. **Audio-Visual Point of Contact (primary and alternate—to whom Mr. (b)(6) will send slide/video files):** Ms (b)(6) (b)(6) or (b)(6)@va.gov and Mr. (b)(6) or (b)(6)@va.gov

8. **Time allotted:** 60 Minutes
9. **Full name and title of individual meeting the Mr. (b)(6) on arrival:** Mr. Scott Blackburn, Interim Deputy Secretary, Department of Veterans Affairs or Ms Vivieca Wright-Simpson, Chief of Staff, Department of Veterans Affairs
10. **Full name, title, and contact information for the individual who will introduce the Mr. (b)(6) Dr. (b)(6) Shulkin,** Secretary, Department of Veterans Affairs
11. **Describe exactly the set-up and Mr. (b)(6) movement from arrival at your door to introduction to departure from auditorium.** In a Ballroom setting with dais and 550+ attendees seated 6/round table. Mr (b)(6) and the VA Secretary will be seated on the Dais in comfortable overstuffed chairs. A brief introduction by the VA Secretary precedes Mr. (b)(6) 5-10 minutes of *inspirational* opening remarks. The Secretary will then facilitate a 25-30 minute informal “fireside chat” discussing Mr. (b)(6) business principles and how they might apply to VA’s Reform Modernization initiative. This will be followed by a 15-20 minute Q&A.
12. **On the stage with Mr. (b)(6) Dr. (b)(6) Shulkin,** Secretary, Department of Veterans Affairs
13. **Venue**
 - a. **Stage** (address details such as podium, elevated stage, etc.):
 - b. **Amplification:** Wireless mic; audience microphones for Q&A
 - c. **Teleprompter:** N/A
14. **Those speaking before and after Mr. (b)(6)** (include *all* who will speak before and after, not just those immediately preceding or following):
 - a. **Before:**

Ms Vivieca Wright-Simpson, Chief of Staff, Department of Veterans Affairs-MC

Dr. (b)(6) Shulkin, Secretary, Department of Veterans Affairs and Mr. Scott Blackburn, Interim Deputy Secretary, Department of Veterans Affairs-Department accomplishments in the last 200 days
 - b. **After:**

Mr. Greg Giddens- VA Reform Modernization Plan Lead-the VA Reform Modernization Plan Submission to OPM

Mr. Dat Tran, Acting Assistant Secretary for Office of Enterprise Integration-FY 19 VA Priorities
15. **Media plan:** Closed to the Press. Department of Veterans Affairs video crew on site filming the session and photographer on site capturing still images.
16. **Press Release plan:** TBD
17. **Video:** Department of Veterans Affairs video crew on site filming the session. Footage will be edited for use by attendees to communicate the results/outcomes of the conference to their organizations
18. **Other items of interest you would like Mr. (b)(6) to know in relation to his visit and remarks?**
 - a. Current State of the VA. Attached fact sheet
 - b. Relevant facts that reflect the contributions of the VA to Nation and Veterans. Attached fact sheet
19. **Other comments / recommendations:** Provide Mr. (b)(6) a better understanding of Veterans and the VA that could lead to partnership opportunities and other opportunities for Veterans and their families.

From: Leinenkugel, Jake </o=va/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=(b)(5), (b)(6)>
To: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (NOLA) </o=va/ou=visn 16/cn=recipients/cn=(b)(5), (b)(6)>; O'Rourke, Peter M. </o=va/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=(b)(5), (b)(6)>; Blackburn, Scott R. </o=va/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=(b)(5), (b)(6)>; (b)(6) </o=va/ou=va martinsburg/cn=recipients/cn=(b)(5), (b)(6)>; (b)(6) (b)(6) RICVAMC </o=va/ou=visn 06/cn=recipients/cn=(b)(5), (b)(6)>
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Bcc:
Subject: RE: Thanks and follow-up from Amazon
Date: Tue Jun 27 2017 11:18:28 CDT
Attachments:

(b)(6) Great meeting you, (b)(6) and (b)(6) Thanks so much for taking the time and being involved in truly helping our Veterans. Looking forward to doing big things together.

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Thursday, June 22, 2017 1:54 PM
To: (b)(6) (b)(6) (NOLA); O'Rourke, Peter M.; Leinenkugel, Jake; Blackburn, Scott R.; (b)(6) (b)(6) (b)(6) (b)(6) RICVAMC
Cc: (b)(6) (b)(6) (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] Thanks and follow-up from Amazon

Everyone,

Thanks again for taking the time out to meet with (b)(6) (b)(6) and me yesterday. It was a great discussion and Amazon look forwards to supporting your efforts. We will start engaging internally with different groups in Amazon next week to see what we can come up with. From there, we will reach out to (b)(6) on the (b)(6) Prevention effort and (b)(6) on the Vet ID effort. That will most likely happen soon after the 4th of July holiday. As always, please reach out if there is anything else we can assist with. Also, please forward to anyone I missed.

Regards,

(b)(6)

(b)(6)

(b)(6)

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Amazon Web Services

(b)(6)

(b)(6)

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Date: Sat Jul 29 2017 15:27:42 CDT
Attachments:

(b)(6) – thanks for getting back to us. No problem at all. Let me check with the Secretary and see which direction he wants to go.

Scott

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Thursday, July 27, 2017 12:16 PM
To: Blackburn, Scott R.; (b)(6) (b)(6)
Cc: (b)(6) (b)(6) (b)(6) (b)(6)
Subject: [EXTERNAL] RE: (b)(6) (b)(6) to speak to VA leaders?

Scott,

Unfortunately, I got confirmation that (b)(6) is completely booked in September. With that in mind would you be interested in filling that slot with someone else that could speak in (b)(6) place? Our liaison to (b)(6) and his leadership team is looking into alternatives for us. If you are interested, when would be your target date to get this speaker locked in? I would like to give my POC a deadline to get this done.

Thanks and sorry I could not bring better news,

(b)(6)

(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)

704-453-6466

From: Blackburn, Scott R. [mailto:Scott.Blackburn@va.gov]
Sent: Wednesday, July 26, 2017 7:30 AM
To: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
Cc: (b)(6) (b)(6) (b)(6)@amazon.com>; (b)(6) (b)(6) (b)(6)@amazon.com>
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I am checking in with our team working this request for an update. More to follow later today.

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(b)(6) (b)(6)

(b)(6)

Amazon Web Services

(b)(6)

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Let's work on a write up to get to him on time, goals....

I would actually recommend us doing a fireside chat with him.

Thx,

Hugs

(b)(6)

(b)(6)

(b)(6)

(b)(6)

Worldwide Public Sector

Amazon Web Services

(b)(6)

@amazon.com

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Let us know how we can help from the Diffusion side!

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(b)(6) (b)(6) Thomas, Rob C. II; Lee, (b)(6) S. (VACO); (b)(6) (b)(6) Leinenkugel,
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I'm pretty ancient and try hard to embrace technology, usually because my kids buy me exciting kit. I have an Echo, I phone and Fire Though I probably use them to 20% of their capability!

Our daughter, (b)(6) has a condition that I can spell but doesn't help explain her problems. Her muscles stopped growing during pregnancy and for 32 years (b)(6) has had almost no use of her limbs. The reality is that unless we, that in fairness means my wife, got her out of bed she wouldn't ever get up. Despite this, and her need for help with all personal care (b)(6) got better grades at school than her brother and sister has a fine Business degree. She 'settles' for less than she might have because life can be just too damn difficult. She works for IKEA who are a really accommodating and positive company, but whilst we all know she could travel the world with them and rise through the business, she 'settles' for what she has. Much of (b)(6) pleasure comes from her nieces and now a recent

nephew, and trips to Florida are her great delight so she can watch them..... though even Disney doesn't manage to get her on all the rides!

Still, I digress, I bought (b)(6) Alexa for Christmas, and a smart plug, and today we added to her fun by letting Alexa turn on her electric blanket (this IS Scotland okay) and she now has lights, fan and blankets all voice activated. These may be novel to some, toys to others but I felt I needed to try to express how much this means to her, so to offer a massive thank you to you and the Team behind such developments. You may be driven by all sorts of business pressures but please recognise that there are other benefits in making lives better.

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Okay, I'll let you get back to work, but be assured, if you find yourself near Edinburgh at any time I would be pleased to shake your hand.

Best Regards,

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Roslin Consulting

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Phone: (b)(6) Mob: (b)(6)

(b)(6)@stuartbeattie.co.uk www

(b)(6)

(b)(6)

(b)(6) Worldwide Public Sector

Amazon Web Services

(b)(6)@amazon.com

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Sent: Thursday, March 09, 2017 1:41 PM
To: (b)(6) (b)(6) Blackburn, Scott R.
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Sent with Good (www.good.com)

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Sent: Thursday, March 09, 2017 11:37 AM Eastern Standard Time
To: Wright, Vivieca (Simpson); Alaigh, Poonam, M.D.; (b)(6) (b)(6) DJS; (b)(6) (b)(6)
(b)(6) (b)(6) Thomas, Rob C. II; Lee, (b)(6) S. (VACO); (b)(6) (b)(6) Leinenkugel,
Jake; Davis, Lynda; Morton, Barbara C.; (b)(6) (b)(6) (b)(6); (b)(6) (b)(6)
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Roslin Consulting

Ravenscraig, Seafield Moor Road, Roslin, Midlothian, EH25 9RD

Phone: (b)(6) Mob: (b)(6)

(b)(6)@stuartbeattie.co.uk www

(b)(6) (b)(6)

(b)(6) Worldwide Public Sector

Amazon Web Services

(b)(6)@amazon.com

Owner: Blackburn, Scott R. </o=va/ou=exchange administrative group (fydibohf23spdl)
/cn=recipients/cn=(b)(5); (b)(6)
Filename: (b)(6) 1-pager #2.docx
Last Modified: Tue Jul 25 17:37:03 CDT 2017



**U.S. Department of Veterans Affairs
Office of the Assistant Secretary for Human Resources and Administration**

Contact: (b)(6) or (b)(6)@va.gov

Coordination for: Mr. (b)(6) Amazon.com, Inc.

Event: Department of Veteran's Affairs Annual Senior Executive meeting

Scheduled: September 18, 2017

Location: Washington, DC, site TBD

Event Contact(s): Ms Tia N. Butler, 202-461-7520 or tia.n.butler@va.gov and (b)(6) or (b)(6)@va.gov

- 1. Objectives for the overarching event:** The conference is a two day event designed to:
 - a. Focus VA leaders on big, bold thinking to meet Veteran needs through a competitive mindset
 - b. Assess progress of VA initiatives across the 5 priorities
 - c. Update/establish VA priorities going forward into FY 19
- 2. Audience's primary objectives in attending the overarching event:** The event is an annual mandatory conference attended by all VA executive leaders. The purpose is to review and assess the accomplishments of the previous year against the agency's priorities, identify what remains to be accomplished and set the priorities for the future. The conference also provides opportunities through breakout sessions to improve leadership skills
- 3. Audience's primary objectives in hearing Mr. (b)(6)** Learn from a premier leader in the private sector about how a large complex organization can retain or improve its competitive edge and avoid decline and irrelevance.
- 4. Recommendations for how Mr. (b)(6) can best meet your objectives and to which your audience will be most responsive:** Mr. (b)(6) leadership and business philosophy that guides Amazon is especially relevant to the VA's overarching focus on regaining Veterans' trust and increasing VA competitiveness through Modernization.
- 5. Key points Mr. (b)(6) should make (with background / logic):** As the Secretary has indicated repeatedly, most recently during his State of the VA address, the VA must be competitive to improve its services to veterans. To be the service of choice of Veterans, the VA must operate similar to the private sector. Incrementalism is not the answer to needed improvements the VA and Veterans need. This requires bold, game changing and agile decision making. Specifically, the key points Mr. (b)(6) can make include:
 - a. How you establish a customer obsessed culture at every level of the organization
 - b. How to refocus the VA on desired outcomes for Veterans and avoid measuring progress through managing organizational processes.
 - c. How to identify and embrace trends in VA lines of business to improve VA competitiveness in order to better serve veterans
 - d. How to accelerate high impact decision making by leaders that leads to increased competitiveness and better service to Veterans
- 6. Attendees**
 - a. **Estimated total number:** 550+
 - b. **Audience demographics:** The Veteran's Administration's Senior Leadership (Secretary, Deputy Secretary, Chief of Staff, Undersecretaries, and Assistant Secretaries) and approximately 95% (550+) of VA's senior executives. Veterans Health Administration-45%, Veterans Benefits Administration-11%, National Cemetery Administration-11%, VA Central Office-40.
 - c. **Invited VIP attendees (Members of Congress, Medal of Honor Recipients, presidents and CEOs, General officers—active or retired—foreign dignitaries, other special guests) by name and title:** TBD
- 7. Audio-Visual Point of Contact (primary and alternate—to whom Mr. (b)(6) will send slide/video files):** Ms (b)(6) or (b)(6)@va.gov and Mr. (b)(6) or (b)(6)@va.gov

8. **Time allotted:** 60 Minutes
9. **Full name and title of individual meeting the Mr. (b)(6) on arrival:** Mr. Scott Blackburn, Interim Deputy Secretary, Department of Veterans Affairs or Ms Vivieca Wright-Simpson, Chief of Staff, Department of Veterans Affairs
10. **Full name, title, and contact information for the individual who will introduce the Mr. (b)(6)** Dr. David Shulkin, Secretary, Department of Veterans Affairs
11. **Describe exactly the set-up and Mr. (b)(6) movement from arrival at your door to introduction to departure from auditorium.** In a Ballroom setting with dais and 550+ attendees seated 6/round table. Mr (b)(6) and the VA Secretary will be seated on the Dais in comfortable overstuffed chairs. A brief introduction by the VA Secretary precedes Mr. (b)(6) 5-10 minutes of *inspirational* opening remarks. The Secretary will then facilitate a 25-30 minute informal "fireside chat" discussing Mr. (b)(6) business principles and how they might apply to VA's Reform Modernization initiative. This will be followed by a 15-20 minute Q&A.
12. **On the stage with Mr. (b)(6)** Dr. David Shulkin, Secretary, Department of Veterans Affairs
13. **Venue**
 - a. **Stage** (address details such as podium, elevated stage, etc.):
 - b. **Amplification:** Wireless mic; audience microphones for Q&A
 - c. **Teleprompter:** N/A
14. **Those speaking before and after Mr. (b)(6)** (include *all* who will speak before and after, not just those immediately preceding or following):
 - a. **Before:**

Ms Vivieca Wright-Simpson, Chief of Staff, Department of Veterans Affairs-MC

Dr. David Shulkin, Secretary, Department of Veterans Affairs and Mr. Scott Blackburn, Interim Deputy Secretary, Department of Veterans Affairs-Department accomplishments in the last 200 days
 - b. **After:**

Mr. Greg Giddens- VA Reform Modernization Plan Lead-the VA Reform Modernization Plan Submission to OPM

Mr. Dat Tran, Acting Assistant Secretary for Office of Enterprise Integration-FY 19 VA Priorities
15. **Media plan:** Closed to the Press. Department of Veterans Affairs video crew on site filming the session and photographer on site capturing still images.
16. **Press Release plan:** TBD
17. **Video:** Department of Veterans Affairs video crew on site filming the session. Footage will be edited for use by attendees to communicate the results/outcomes of the conference to their organizations
18. **Other items of interest you would like Mr. (b)(6) to know in relation to his visit and remarks?**
 - a. Current State of the VA. Attached fact sheet
 - b. Relevant facts that reflect the contributions of the VA to Nation and Veterans. Attached fact sheet
19. **Other comments / recommendations:** Provide Mr. (b)(6) a better understanding of Veterans and the VA that could lead to partnership opportunities and other opportunities for Veterans and their families.

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Cc:
Bcc:
Subject: [EXTERNAL] RE: (b)(6) (b)(6) to speak to VA leaders?
Date: Fri Jun 30 2017 15:17:51 CDT
Attachments:

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To: (b)(6) (b)(6) Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.
Subject: RE: Alexa / Amazon

Awesome thanks!

Let us know how we can help from the Diffusion side!

From: (b)(6) (b)(6)
Sent: Thursday, March 09, 2017 12:52 PM
To: (b)(6) (b)(6) Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.
Subject: RE: Alexa / Amazon

Not sure if you got my email on this thread. Already have a project underway with Amazon on Alexa and echo, trying to tee up for a brain trust 2017 announcement.

Thanks!

(b)(6)

Sent with Good (www.good.com)

-----Original Message-----

From: (b)(6) (b)(6)
Sent: Thursday, March 09, 2017 12:48 PM Eastern Standard Time
To: Blackburn, Scott R.
Cc: (b)(6) (b)(6) K.; (b)(6) (b)(6)
Subject: RE: Alexa / Amazon

This is fantastic,
Looks like a promising solution to help these vets
How do we get the collaboration started, (b)(6) and (b)(6)

-----Original Message-----

From: Blackburn, Scott R.
Sent: Thursday, March 09, 2017 11:37 AM Eastern Standard Time
To: Wright, Vivieca (Simpson); Alaigh, Poonam, M.D.; (b)(6) (b)(6) DJS; (b)(6) (b)(6)
(b)(6) (b)(6) Thomas, Rob C. II; Lee, (b)(6) S. (VACO); (b)(6) (b)(6) Leinenkugel,
Jake; Davis, Lynda; Morton, Barbara C.; (b)(6) (b)(6) (b)(6) (b)(6) K.; (b)(6) (b)(6)
Bhatnagar, Saurabha; (b)(6) (b)(6) Evans, Neil C
Subject: Alexa / Amazon

(b)(6) (b)(6) from Amazon (former MyVA Advisory Committee member) shared this with me. It was an email sent to (b)(6) (b)(6) (b)(6) from one of their customers who is using Alexa for daily help with their disabilities. This is an idea very similar to what one first place at last year's BrainTrust hack-a-thon. (b)(6) says that if we can work together to use Alexa to help disabled

Veterans, Amazon would love to do so.

From: (b)(6) (b)(6) [mailto:(b)(6)@amazon.com]
Sent: Thursday, March 09, 2017 11:30 AM
To: Blackburn, Scott R.
Subject: [EXTERNAL] Re: FYI:Alexa, tell (b)(6)

From: (b)(6) (b)(6)
Sent: Wednesday, March 8, 2017 11:21 AM
To: (b)(6) (b)(6)
Subject: FW: Alexa, tell (b)(6)

Dear Mr. (b)(6) I'm sure you get so many mails that there are plenty of sieves in place But I really hope someone passes this on to you. You, well actually Alexa but you can have the credit, have transformed my daughter's life, and I want to say "thank you".

I'm pretty ancient and try hard to embrace technology, usually because my kids buy me exciting kit. I have an Echo, I phone and Fire Though I probably use them to 20% of their capability!

Our daughter, (b)(6) has a condition that I can spell but doesn't help explain her problems. Her muscles stopped growing during pregnancy and for 32 years (b)(6) has had almost no use of her limbs. The reality is that unless we, that in fairness means my wife, got her out of bed she wouldn't ever get up. Despite this, and her need for help with all personal care (b)(6) got better grades at school than her brother and sister has a fine Business degree. She 'settles' for less than she might have because life can be just too damn difficult. She works for IKEA who are a really accommodating and positive company, but whilst we all know she could travel the world with them and rise through the business, she 'settles' for what she has. Much of (b)(6) pleasure comes from her nieces and now a recent nephew, and trips to Florida are her great delight so she can watch them..... though even Disney doesn't manage to get her on all the rides!

Still, I digress, I bought (b)(6) Alexa for Christmas, and a smart plug, and today we added to her fun by letting Alexa turn on her electric blanket (this IS Scotland okay) and she now has lights, fan and blankets all voice activated. These may be novel to some, toys to others but I felt I needed to try to express how much this means to her, so to offer a massive thank you to you and the Team behind such developments. You may be driven by all sorts of business pressures but please recognise that there are other benefits in making lives better.

I have no idea what comes next, and how in other ways she will be helped by your ideas – and that's a frustration for me. There will come a time soon when we can't help, or not be here to help, and the prospect of (b)(6) being helped by a community that has really not helped to date is distressing but

inevitable. I feel more positive that at the fringes of her life new developments from yourselves may make her dependence more manageable. And for that alone "thank you".

My greatest fear is that developments that may help (b)(6) remain unknown to me and I'm not sure how to make sure I keep up – that's a problem for me I guess.

Okay, I'll let you get back to work, but be assured, if you find yourself near Edinburgh at any time I would be pleased to shake your hand.

Best Regards,

(b)(6)

(b)(6)

Roslin Consulting

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